

Welcome Home!

Dear New Resident:

Welcome to Maple Lane Apartments! We are pleased you are making your home with us as we are very proud of our unique community of distinctive apartment homes. Our staff will do everything possible to merit the confidence you have shown in choosing our community.

The following information is for your use in getting acclimated to your new home. If you have additional questions, please telephone the office and we will gladly assist you.

Please visit our new web site, www.maplelaneapts.com

Sincerely,

The Maple Lane Staff

Maple Lane Apartments

Office Hours and Telephone Numbers

Office Hours

Monday – Friday*9 a.m. – 5 pm
Saturday10 am – 4 pm
Sunday12 pm – 4 pm
*June thru August.....9 am – 6 pm

Telephone Numbers

Maple Lane Office574-262-4466
Maintenance (after hours)1-877-215-6895

Utility Companies

American Electric Power (electric) .. 1-800-311-4634
Northern Indiana Public Service (gas) 1-800-464-7726
Verizon (telephone)1-800-483-4000
Comcast (cable)1-800-824-2000
1-800-968-5100
1-800-255-4640
Elkhart Truth (newspaper).....574-522-7777

Parking Procedures/Policies

1. Parking in the driveways is prohibited at all times. Doing so blocks the cars parking in the parking pads, inconveniencies residents entering the building and hampers snow removal and lawn care services.
2. Parking pads are for residents only! Visitors must park in the general parking areas.
3. If you have a garage and do not use it to park your vehicle, you must park in the general parking area. Your garage is your only parking place by the building.
4. If you do not have a garage, you are entitled to only one spot on the pad on a first-come, first-served basis. If you have more than one vehicle; the others must be parked in the general area.
5. No parking is allowed at any time on the lawns or in areas not designated as parking. This includes moving in and moving out.
6. In the event there are a deficient number of parking pads per residents of the building, that parking pads are available on a first-come, first-served basis for residents who live in the building. This can occur if no one wants a garage when one becomes available and it is rented to someone from another building.

WE DO APPRECIATE YOUR COOPERATION IN REGARD TO THESE POLICIES AND FOR BEING CONSIDERATE OF YOU'RE NEIGHBORS. THIS WILL HELP TO AVOID ANY PARKING CONFLICTS.

What to Do in Case of Fire

Smoke alarms can only warn of danger. You must then take action to escape. Unless you act quickly and effectively, the extra warning time provided by alarms could be wasted. The best way to assure that your family will do the correct things in an emergency is to have an escape plan and practice it. The important factors in a home fire evacuation plan are:

Immediately leave the home

Do not waste any time saving property. Call the fire department (use 911 if available) from a neighbor's home. Take the safest exit route, but if you must escape through smoke, remember to crawl low under the smoke.

Know two ways out of every room

If the primary way out is blocked by fire or smoke, you will need a second way out. This might be a window onto an adjacent roof or by using an escape ladder. Practice escaping by both the primary and secondary routes to be sure that windows are not stuck and screens can be taken out quickly.

Move-Out Procedure

Thirty (30) day, written notice is required before you vacate your apartment. You may pick up a *Vacate Notice Form* at the office. Your Security Deposit and Pet Deposit (if applicable) will be returned to approximately 30-45 days after you vacate the apartment.

Move-Out Checklist

1. Fill out change of address card at the Post Office.
2. Contact newspaper, cable and telephone companies with the termination date of service.
3. Contact American Electric Power and Northern Indiana Public Service to place utilities back into Holladay Property Service, Inc. name on the day you turn your keys into the office. Doing this before the keys are turned in holds up your Security Deposit refund. We must wait for the bills and deduct the charges until the day we were given possession of the apartment.
4. Be sure to turn in all keys: front door, entry door, fitness center and garage door opener, if applicable. There is a charge for missing keys.
5. Be sure the office has your forwarding address.

Maple Lane Apartments reserves the right to revise or change regulation and policies at any time.

Cleaning Tips

Backed Floor Mats

We ask that you be careful using rubber backed floor mats. If a damp mat is left on the floor too long it can cause yellowing of the vinyl flooring. We suggest that you clean under the mat frequently, lay the mat over the side of the bathtub when the mat is not in use or use a towel instead of a mat and keep it over the side of the bathtub. Residents will be held responsible for any damages i.e. the yellowing the floor.

Chrome Fixture

Cleaning products containing acid or ammonia can discolor chrome fixtures. Please use cleaner that do not contain these ingredients to help prevent damage; we recommend Dow Scrubbing Bubbles.

Drains

Please call the office if you are experiencing clogged or slow-running drains. We ask that you do not use any drain cleaners, such as Drano or Liquid Plummer, as they can damage the plumbing pipes.

What to Do in Case of Fire

Feel the Door

When you come to a closed door, use the back of your hand to feel the top of the door, the door knob and the crack between the door and door frame to make sure that fire is not on the other side. If it feels hot, use your secondary escape route. Even if the door feels cool, open it slowly and carefully. If heat and smoke come in, slam the door and make sure it is securely closed. Use your alternate escape route.

Have an arranged meeting place

Discuss this place with your family – whether you all meet under a specific tree or at the end of the driveway or front sidewalk, you will know that everyone has gotten out safely and no one will be hurt looking for someone who is already safe. Designate one person to go to a neighbor's home to phone the fire department.

Once out, STAY OUT!

Never go back into a burning building for any reason. If someone is missing, tell the fire fighters as soon as they arrive. They are equipped to perform rescues safely.

Information provided by FEMA

Community Affairs

Maple Lane Newsletter

The staff of Maple Lane publishes a monthly newsletter for all residents. We welcome information submitted by residents, such as helpful household hints, recipes or poems. If you wish to share these things or have items to sell, contact our office prior to the 20th of each month for publication in the following month's issue.

Suggestion Box

We welcome residents' ideas and suggestions. Write your Idea(s) or suggestions(s), name and address and place it in the drop box outside of the office entrance at anytime.

New Resident Referral program

Share your pleasure of living at Maple Lane with friends, coworkers and relatives and receive a bonus for your efforts. A check will be issued to the referring resident following the move-in of the new resident. Call the office for additional details.

Rent Payments

Rent payments are due on the first of each month and should be mailed, along with rent coupon, direct to the post office box printed on the envelopes provided by the Maple Lane office. A late charge of \$50 will be assessed for all payments not processed by our bank by the fifth of the month. If payment has not been received by the fifteenth, your file will be turned over for collection. *There is a \$50.00 charge for all NSF checks.* Please do not send any other correspondence to the post office box.

Continuous cleaning Oven Care

Remember: During the operation of the oven, the door, window and other range surfaces will get hot enough to cause burns. Do not touch. Let the range cool before replacing aluminum foil oven bottom and oven shelves if they were removed.

7. If a spillover or heavy soiling occurs on the porous surface, as soon as the oven has cooled, remove as much of the soil as possible using a small amount of water and a stiff bristle nylon brush. When using water, use it sparingly and change it frequently, keeping it as clean as possible, and be sure to blot it up with paper towels, cloths or sponges. If water leaves a white ring on the finish as it dries, apply water again and blot it with a clean sponge, starting at the edge of the ring and working toward the center.

Use care in removing and replacing aluminum foil oven bottom liner and shelves and in placing and removing dishes and food to avoid scratching, rubbing or otherwise damaging the porous finish on the oven walls and door.

Do not use soap, detergent, commercial oven cleaner, silicone Oven sprays, coarse steel pads or coarse brushes on the porous surface. These products will spot, clog and mar the porous surface and reduce its ability to work.

Continuous Cleaning Oven Care

Continuous Cleaning Oven Care

To Clean Oven:

Use the following steps when cleaning your oven.

1. Let range parts cool before handling. It is recommended that rubber gloves be worn when cleaning range parts manually.
2. Remove all cooking utensils including broiler pan and rack.
3. Remove oven shelves and clean them manually with scouring pads of mild abrasive.
4. Remove excess spills and boil-over's from aluminum foil oven bottom liner before removing liner from oven. This is to prevent excess liquids from spilling onto the porous finish. Then remove aluminum foil bottom liner and clean manually. (Before cleaning or removing the aluminum foil liner, lift baker unit out of the way.)
5. Clean oven window. Use mild non-scratching cleaner and damp cloth. Avoid spilling water or cleaner on porous surface.
6. Operating oven at 400°F may reduce soil visibility. Close door, set oven temperature control to 400°F. Time for at least four hours. Repeated cycles may be necessary before improvement in appearance is apparent, particularly on oven door. For moderate to heavy soiling of oven door, use method in item (7) below before running 400°F cycle. The oven timer can be used to control the cycle automatically at a time convenient for you. Some slight smoking may occur, similar to that which may occur during Time Bake cooking.

Community Affairs

Pet Care

Maple Lane is a pet-friendly community. Cats should be declawed and neutered. Dogs and cats must be on leashes and with owners when outdoors. All pet waste must be picked up *Immediately* by pet owner and disposed of. For your convenience, we have added three pet waste boxes along Sugar Maple Lane. When disposing of litter box contents, please put waste in tied plastic bags before placing in outside trash containers. Please observe these rules of the apartment community for the comfort and convenience of you neighbors and yourself. *Pet deposit and additional fees apply.*

Clubhouse reservations (after business hours only)

If you would like to rent the Clubhouse for an activity, please pick up a reservation form from the office. There is a maximum occupancy of 40 persons at one time in the Clubhouse. Activities must be limited to the community room – not the parking lot and surrounding area. The room must be cleaned after use and closed by 1 a.m. Any damage incurred during use is the responsibility of the person renting the room. Rental of the Clubhouse does not include use of the pool. *Rental fees apply.*

Smoke Alarms

To assure proper functioning in case of an emergency, residents should test smoke alarms regularly. To test, hold the button down until the alarm beeps. If the alarm does not sound, please call for maintenance.

Community Affairs

Decorating

We want you to feel at home in our community, therefore, borders may be hung on smooth wall surfaces of the apartments (kitchen and bath) if desired. Permission must be obtained before doing so. Only dry-strippable paper may be used. Contact paper is not allowed in cupboards or on wall surfaces. A charge for removal of adhesive paper will be assessed to anyone using it.

Trash

Each building is supplied with two trash containers on the side of the building, next to the garages. For sanitary reasons, we ask that you place your trash in tied plastic bags before placing it in the outside containers. Please make sure the containers are closed securely. Large boxes should be taken to the dumpsters, which are located on South Striped Maple Lane and West Ash Maple Lane.

Fireplaces (if applicable)

To operate, the handle for the damper must be pulled open. Make sure the grate on the base of the fireplace is secure and in good condition before placing logs on it and starting a fire.

Glass Breakage

Residents will be held responsible for any broken windows or mirrors in the apartments. Maintenance will replace any broken windows or mirrors and the resident will be billed for the cost of replacement.

Maintenance Service

Washer

If the washer is not working, check the circuit breaker. If you have a water leak, turn off the water. Refer to your washer's instruction manual for further instructions.

Dryer

If the dryer is not working, check the circuit breaker. Clean the lint filter after every load. If it clogged, the airflow is restricted and dryer will not function properly. Clogged lint filters could also cause overheating and result in a fire, in extreme cases. Please read the instruction booklet for proper use of the dryer and hints on getting the best service from your dryer.

Range

If the range is not working, first check the circuit breaker. If the breaker is not the source of the problem, please call maintenance. If the bulb in the oven needs to be replaced, use a 40-watt appliance bulb. Please do not store items in your oven. *Oven cleaners cannot be used in continuous clean ovens. Do not use oven sprays on steel pads in these ovens. They will clog the porous surface and reduce the continuous cleaning ability.*

Community Affairs

Maintenance Service

Garbage Disposal

Disposals are designed for grinding of food scrapings. Small pieces for fruit and vegetable peeling will also process. Avoid putting celery, bones or large pieces of food in the disposal. Never put eggshells in a disposal. Grease and drain cleaner should never be poured into the disposal.

To operate: Turn the cold water on. Turn disposal on and slowly feed items into the disposal. Continue to run cold water for about 30 seconds following the shut off of the disposal.

Outside Faucets

You may hook up a hose to an outside faucet to water any of your plants or wash your car. Please remove the hose when you are finished. Do not leave hoses attached to faucet during the winter months due to the freezing/breaking of water lines.

Prevention of Frozen Pipes

Freezing temperatures and/or high, cold winds can cause pipes located in outside walls to freeze. Residents can help prevent this problem by leaving bathroom and kitchen faucets turned on just enough to drip through the night. If you anticipate being away from your apartment during extended periods of time during the day, leave faucets open as above. If you are going to be away from your apartment for an extended period of time, open the faucets as above, leave cupboards under the kitchen & bathroom sinks open and set your thermostat to 65°

Personal Insurance

Maple Lane's insurance covers only the structure, not your personal property. It is recommended that all residents purchase renter's insurance for coverage of furnishings and personal belongings in your apartment. Theft or damage to personal belongings is the responsibility of the resident.

Deliveries

You may have packages delivered to the office as long as you notify the delivery person in advance. We will sign for packages and they may be picked up during office hours.

Vehicles Parking Procedures and Policies

Each building has two garages and two parking spaces located next to the garages. These spaces are reserved for residents who live in the building. If you have a garage and choose not to use it to park your vehicle, please park your vehicle in the general parking area as there is limited parking close to the building. No one is to park in the driveway itself, because it blocks access to garages and parking pads alike. No parking is allowed at any time on the lawns on non-designated areas.

Noise

We ask that you be considerate of your neighbors and limit activities that create excess noise. 10 p.m. has been designated as the latest reasonable hour to operate appliances, such as a vacuum cleaner.

Community Affairs

Snow Removal

It is our policy to have any snow accumulation of two or more inches plowed. We need your help and cooperation in making sure we can plow snow quickly. If you are at home when the plow arrives, we ask that you move your car, if you are able, so the lot can be cleared and so your car is not plowed in.

Window Screen

Screens should remain on windows year-round. The windows can be removed from the inside of the apartment for easy cleaning. Prior to cleaning your windows, please contact the office so a staff member can come to your apartment and show you the proper way to remove the windows.

On-Site Fitness Center

Please contact office for information on obtaining a key to the facility. There is a \$20.00 deposit on the key.

Swimming Pool

The swimming pool is available for your use as a resident of Maple Lane. The pool is typically open from Memorial Day to Labor Day, dependent upon the weather. The pool is open from 10 a.m. to 9 p.m. during the week and 10 a.m. to 10 p.m. on weekends. A pool pass is required and can be picked up at the office. Your guest (limit four) is welcome to accompany you to the pool, so long as it does not result in overcrowding. Please familiarize yourself with the set of "pool rules," available in the office.

Maintenance Service

Lockouts

For after hour lockouts, please call 1-877-215-6895 and a maintenance person will be contacted. There is a \$20.00 fee that will be billed to the resident. Only residents on the lease, or with written permission on file, may obtain keys.

Air Conditioning

If your air conditioning or heating system is not working, please check the breaker box. Check that the system is set for the appropriate unit to operate.

Water Heaters

If you are not getting hot water in your apartment, and have gas water heater, please call maintenance for service.

Water Leaks

If you experience a serious water leak, turn the shut-off valve to the off position. This valve is located in the furnace/water heater closet. After turning off the water, call maintenance immediately/.

Bathroom

Do not place Kleenex, cotton balls, feminine hygiene products, cotton swabs, paper towels or disposable diapers in the toilets. Residents placing anything in the toilet that creates a plumbing stoppage will be charged for the service call. Sticker decals are not permitted in tubs or sinks. Residents will be charged for removal.

Maintenance Service

Emergency Maintenance – 1-877-215-6895

Emergency Maintenance service is provided after 4:30 p.m. and on weekends for the following problems:

1. Inoperable toilets, if you only have one bathroom. Please try using a plunger first.
2. Major plumbing leaks.
3. No heat.
4. Lockouts. \$20.00 charge after office hours.
5. No hot water.
6. Only with a medical not on file, is air conditioning an emergency. Please mention the not when you call to request emergency service.
7. No electricity. Please check the circuit breaker first.

If the problem is not an emergency and our maintenance is called out, there will be a service charge of \$20.00 per hour billed to the resident.

When giving information to the answering service after hours, please leave your name, building number, apartment number and clear description of the problem. Also leave your phone number so that a maintenance person can call you if necessary.

If you need emergency service during working hours, call the office at 262-4466.

You can also send non-emergency maintenance request online at www.maplelaneapts.com under Resident Center.

Maintenance Service

If you need maintenance service, please call the office at 262-4466. Give your name, building number, apartment number and an explanation of the problem you are experiencing. Our maintenance staff will respond to these requests from 8 a.m. to 4:30 p.m. Monday thru Friday. It is our policy to provide service within 48 hours. On occasion, service may take longer due to emergencies or illness.

Maintenance will service all appliances owned by Maple lane. *Our staff cannot service items owned by residents.* Other issues maintenance will assess are plumbing and electrical problems, heating and air-conditioning failures, door locks and intercom systems. Any damage caused by the resident or their guests such as broken windows, torn screens, items dropped into the plumbing and etc. will be repaired by our staff and the resident will be responsible for the cost of service or replacement.

Resident Services

Food Delivery Service

SCHWAN'S delivers to Maple lane every two weeks. The company has a large selection of quality foods, drinks and ice creams for you to choose from with a 100% guarantee. We have a brochure in the office if you would like to see what products are available.

SCHWAN'S will deal directly with you as a customer. For your convenience their hours are 9 a.m. to 9 p.m. You can place orders directly through the salesperson by telephone or via the Internet. To start service call 574-226-2044 or 1-888-724-9267.

Resident Services

Concierge Program

- Drop off and pick up dry cleaning
- Water plants
- Collect packages and sign for them
- Movie Rental
- Make copies
- Send or receive faxes
- Sell postage stamps
- Change for vending machine
- Let the cable co. in so resident doesn't have to be home

Dry Cleaning Pick-Up and Delivery

Ziker's Dry Cleaning will provide free pick-up and delivery service for your dry cleaning.

- Free personal bags and name tags for bags
- Up to \$15 coupon for first order when you sign up to be a regular customer
- Billing by mail

If you would like information on how to sign up for this service, contact office.